

# **REQUEST FOR PROPOSAL: RESPIRATORY HEALTH MANAGEMENT CONSULTANT**

- 1. INTRODUCTION:** West Hills Health and Rehab is currently accepting proposals for a project that is funded under a Grant Contract with the State of Tennessee.
- 2. PROJECT BACKGROUND AND PURPOSE:** West Hills Health and Rehab will soon be operating and managing a ventilator weaning/high acuity respiratory unit within our Knoxville skilled nursing facility. Our goal is to be the premier provider of post-acute respiratory care and education for patients and their families in East Tennessee. The ERC will provide the only dedicated enhanced respiratory care center with a ventilator unit in our East Tennessee region. The project will focus on improving health outcomes among our patients with chronic respiratory illness such as asthma, COPD, COVID, and other respiratory illnesses, and those who have suffered traumatic injuries, affecting their ability to breath independently.

**Purpose:** The purpose of this Request for Proposal (RFP) is to solicit proposals from various candidates for a **Respiratory Health Management Consultant**. We intend to conduct a fair evaluation based on the prescribed criteria, and select the candidate who is the best fit for this project.

**Project Location:** Knoxville, TN

**Project Size:** 25 Beds. We are transforming a wing of our long-term care facility (SNF) into a twenty-five bed ERC. We are completing physical upgrades and furnishings to meet the program needs of the ERC

## **Expected Patient/Community Health Outcomes**

- Scalable, centralized model of enhanced respiratory care, education, and support
- Staff awareness of patients needs including ventilator management and weaning, trach management and weaning
- Awareness of patients and their families/friends that living ventilator-free is possible
- Initial success of weaning patients
- Expansion of our continuum of care partnerships with hospitals, physicians, insurance agencies, and organizations to fully serve the needs of patients in East Tennessee, as they move through various levels of care.
- Increase in patients' longer-term ventilator and trach independence by actively participating in weaning exercises/ programs, supportive care, and after-care.
- Patients and their families will take an active role in their treatment plan and healthcare decision-making.

- Expansion of options for patients with acute respiratory illness, including more flexibility to stay at home during treatment.
- Creation of a “new normal” where respiratory health and well-being is a reality for those with acute-respiratory episodes/illness.
- Empowering of patients as mentors - those who have graduated from our program would come back to the facility as volunteers to counsel with newly admitted patients and encourage them toward independence.

### 3. **TIMELINE**

<b>Request for RFP issued:</b>	<b>01/04/2024</b>
<b>Deadline for Bids:</b>	<b>02/03/2024</b>
<b>Selection of Vendor:</b>	<b>02/05/2024</b>

**The desired start date for the project is 2/12/2024 with an expected duration of 12 months.**

- 4. RFP PREFERENCES: Preference will be given** to vendors who can illustrate their experience and success in managing ERCs and their ability to wean ventilator patients in long-term care settings. This includes experience
- Improving the overall service, competency, and general operation of an ERC unit
  - Improve overall outcomes for patient care

We are seeking a vendor who is highly qualified to manage, evaluate, and provide software and support to these specialty ventilator/high acuity units and execute a rapid action plan to raise the quality level to the highest level possible.

### 5. **SCOPE OF WORK to include the following:**

Vendor will work with West Hills staff to manage clinical improvements in the ERC. Vendor, will hire an ERC manager is to ensure processes and infrastructure are in place so that ERC can deliver consistent, high-quality patient care in high acuity environment. Vendor will:

- Be part of the management team and participate in management meetings, OPS calls, quality improvement programs, QAPI and other meetings as needed by facility schedule
- Maintain ERC records
- Execute change for department improvement, coordinating with facility and/or regional management to eliminate barriers.
- Provide ongoing training to both nursing and respiratory therapists (RTs) as well as procedure implementation

- Work with the facility to assist in hiring any respiratory staff, while creating a thorough and structured hiring process
- Oversee the quality and the management of the unit
- Identify gaps in care for existing facility and make improvements to acute intervention process and care planning to avoid unnecessary readmissions
- Develop Key Performance Indicators (KPIs) and reporting methods for quality reporting and overall improvements in operational efficiencies
- Work with West Hills management team to develop marketing strategy and content.
- Provide sales training with facility admission and marketing staff
- Assist with direct sales and marketing of the unit as needed
- Expand RT clinical support to patients outside the vent unit as needed to support facility staff, reducing unnecessary hospital readmissions
- Evaluate missed or new opportunities for reimbursement
- Compile relevant outcomes data including
  - Readmission rates
  - Wean rates
  - Infection rates
  - Decannulation rate
  - Patient success stories
  - Satisfaction scores
- Review ERC referral process including identification of key individuals at referring facilities, understanding relationship history with these facilities, review of current referral approach, recommendations for improvement of referrals

**6. RFP REQUIREMENTS:** Interested vendors should submit a response, not longer than 6 double spaced pages, outlining the following sections

1. Organizational background and overall experience
2. Why do you believe you are highly qualified? Include previous experience managing ERCs and other
3. Highlight any successes of the ERC facilities you have managed
4. Summary of key staff
5. Proposed budget
6. Any additional information

**7. SUBMIT BIDS to:**

**Submit your bid electronically by 2/3/2024 to:**

Diana Fisher

SVP of Strategy and Business Operations

Hillcrest Healthcare

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